

THE ARLINGTON ROAD MEDICAL PRACTICE NEWSLETTER



May - June 2012

Jubilee Bank Holiday

We will be closed for the two day Jubilee Bank Holiday on the 4th & 5th June.

South East Health (the Out of Hours GP Service) will be available for urgent problems that cannot wait until the Surgery re-opens on Wednesday 6th June. We will not be pre-booking any GP appointments for this week.

The telephone number for South East Health is **0300 0 24 24 24**.

We would urge you to check in advance that you will have enough medication to last over the long bank holiday weekend. Thank you. Enjoy the celebrations!

Countersigning Passports

From 30th April your GP is no longer allowed to countersign your passport application. We are able to provide you with a list of professionals who can countersign for you, should you require it.

Our Current FY2 Doctor

Those of you who picked up an April Newsletter from our first print-run were inadvertently misinformed about who our next FY2 Doctor would be - apologies! We currently have Dr Ian Densham with us until the end of July not Dr Andrew Birch.

Other Forthcoming Surgery Closures

The Surgery will also be closed on the following afternoons from 12 noon.

Thursday 24th May for a whole Practice training afternoon. Emergency cover on this occasion will be available via the normal Surgery number **727531**.

Wednesday 27th June is the next Protected Learning Afternoon for all local GP Surgeries. Emergency cover on this occasion will be provided by South East Health, the Out of Hours GP Service on **0300 0 24 24 24**.

Nurse Appointments

Ear Syringing - Before the Nurse can syringe your ears, you will need to put Olive Oil in your ears 3-4 times a day for 7 days. Please telephone the Surgery first to arrange your appointment before starting this treatment as we may not be able to fit you in immediately.

Removal of Stitches - Please do not leave it until the time your stitches are due to be removed before contacting the Surgery. You will be told at the time of your surgery when they are due to be removed, please contact us as soon as possible to pre-book an appointment.

Please note our Nurses only remove stitches. For injuries that require stitches, you will need to attend A&E.



Nurse Frances

We are sad to announce that Frances, our senior Practice Nurse, will be retiring from the end of June after 24 years at the surgery.

Frances has been very loyal over all those years and we will all miss her enormously, as will many of her regular patients. We wish her a very happy retirement!

Locum Cover

Dr Rajendra has now finished his locum work at the Surgery and we wish him well in his new employment.

We now welcome Dr Rebecca Steer onto the team. Dr Steer is working for us for three months - May to July inclusive and is available on Monday mornings, all day Tuesday and Thursday mornings.

Our Loyal Staff!

Last month Christine completed 20 years service at the Surgery bringing the total number of staff who have been here for 20 years or more up to 6! This includes Shirley, our Practice Manager, who has worked for the Surgery for 32 years! A further 5 members of staff have also been here for over 10 years.

We are proud of our low turnover of staff and the dedication we get from our team.

Parking at the Surgery

Parking will unfortunately always be a difficulty around Arlington Road and we do understand the frustration this can cause. We would, however, ask that you allow time for this problem when coming to the Surgery to avoid attending late for your appointment.

Please do not park across our neighbours driveways or in the Doctors' bay, not only does this stop the Doctors from being able to park but you are liable to get a ticket from the Parking Attendants who keep a constant eye, Blue Badge holders are **not** exempt from this rule.

Our nearest car parks, for those of you who can manage the walk are:- Southern Railways, Enterprise Centre, JCP Junction Road, Arndale Centre, Hyde Gardens, Devonshire Place, NCP Trinity Place, where you can park from as little as £1.



Arlington Angels

Once again two of the 'Arlington Angels' will be taking part in the Race for Life. Chris Northern, Practice Nurse (with her sister, Carol - an Honorary Angel!) will be taking part in the Eastbourne Race on 3rd June and Chris Green from the office (with her sister, Heather) will be taking part in the Hastings Race on 15th July.

Last year our team raised £720 for Cancer Research UK in memory of family and friends.

If you would like to sponsor Chris Green and Chris Northern, you will find a sponsor form in Reception at the Surgery. Your support is very much appreciated.

The Automated Booking Service

We are often told the Automated Booking Service isn't working or have patients querying why there are no appointments available for their GP.

Following our recent patient survey we published some 'Frequently Asked Questions' about our appointments system, this publication is still available via our Website along with instructions on how to use the Automated Booking Service. You can access this information by clicking on 'Appointments System and Surgery Timetable' from the our home page at www.arlingtonroadsurgery.nhs.uk.

If you do not have access to the internet, please ask at reception if you would like a copy of these documents.

